

Information Technology Resource Management Council (ITRMC)
Access Idaho Steering Committee

Meeting Minutes

(Approved by Committee on August 23, 2001)

June 28, 2001

The Access Idaho Steering Committee monthly meeting was held on Thursday, June 28, 2001 from 2:40 to 3:50 p.m., in the East Conference Room of the J.R. Williams Building, Boise, ID.

CALL TO ORDER, WELCOME

Chairman Bill Farnsworth, who welcomed members and others in attendance, called the meeting to order.

ATTENDANCE

Members Present:

Mr. Bill Farnsworth, ITRMC Staff
Mr. Chuck Goodenough, Secretary of State
Mr. Mark Little, Division of Purchasing
Mr. John McAllister, Department of Labor
Mr. Scott Somerhalder, IIC

Absent Members:

Mr. Rob Spofford, IDWR

Others Present:

Ms. Angela Babcock, Controller's Office
Ms. Emily Gales, ITRMC Staff
Mr. Jeff Walker, Idaho Information Consortium

BACKGROUND

Access Idaho is the official name for the State of Idaho Internet portal, or "electronic front-door", for citizen access to on-line government services and information. The State of Idaho established a statewide contract for portal services in December 1999, creating a public-private partnership with Idaho Information Consortium (IIC). IIC is an affiliate of the National Information Consortium (NIC), the nation's leading provider of Internet electronic government services. On May 3, 2000, Idaho officially launched www.accessidaho.org. The portal includes a re-designed State of Idaho Home Page, for easy access to all agency Web sites, where a variety of E-Government applications are being developed. The portal is designed to streamline citizen access to Idaho government services and information. As the state's Portal Provider, IIC will be assisting state agencies in the development of Internet applications, as well as Web page design. The Steering Committee has been appointed by ITRMC to oversee the progress of Access Idaho.

MOTION TO APPROVE MAY 24, 2001 MINUTES

John McAllister moved and Mark Little seconded a motion to approve the May 24, 2001 Access Idaho Steering Committee Meeting Minutes, and the motion passed unanimously.

REPORT FROM ACCESS IDAHO

Chairman Bill Farnsworth asked **Scott Somerhalder**, Idaho Information Consortium (IIC), to review the Access Idaho **General Manager's (GM) Report**.

- In June, Access Idaho launched two on-line services for the Division of Building Safety (DBS), which included public contractor look-up and an application for electrical license renewals. AI's Development team is working with the IT staff at DBS to fix any minor wording or functionality issues. The DBS project will offer Portal access to additional licensing opportunities in the Plumbing and Public works Bureaus.
 - With the creation and distribution of press alerts to the state media, AI's Marketing team is now supporting the launch of the Division of Building Safety's on-line services (DBS does not have a public information officer).
- Internal testing with a small group of volunteers for the Department of Labor's unemployment insurance filing and payment application was performed
- Requirements gathering began for the State Tax Commission's tax payment portal, which will allow citizens and businesses to pay taxes via credit card or electronic check.
 - Tax has requested assistance with a second project, the 40EZ form. Requirements will begin around July, and the goal for the project is to be live in January 2002.
- Jeff Walker, Marketing Director, has met with four local Kiwanis groups, and the Portal was the featured topic. The goal is to increase brand awareness of the Portal, to give leaders an overview of the state's e-commerce initiatives, and to provide citizens with a glimpse of things to come and the direction Access Idaho is moving. Presentations will continue through July, with additional presentations to Rotary and other local civic clubs.
- At the beginning of June, Access Idaho demonstrated the Department of Labor's unemployment application to John McAllister and many others from Labor. The Development team has concentrated on working with a select group of beta testers from various companies to improve the product in preparation for a July launch. This will be Access Idaho's first application to offer an electronic check payment option.
- During the last week of June, project development staff has worked closely with the Secretary of State's office to ensure the UCC liens search meets with the revised Article 9 law, which goes into effect on July 1st. Starting next month, UCC searches will provide additional search criteria and details to support the changes.

- Last month, Creative Services launched the Board of Pharmacy site, and is scheduled to train its staff on supporting the new site.
- A training program will take place next week for the Idaho Disability and Determinations Services for the launch of its site.
- As of Wednesday, June 27th, the Local Highway Technical Assistance Council (LHTAC) was undergoing final review of its site. This site is planned to go live the week of July 9th.
- For the majority of the summer, Creative Services will be dedicated to Idaho State Police's (ISP) very large site. Access Idaho has met with 14 sections of ISP. Due to the size and complexity of the site, it is anticipated to take about 3 ½ months to complete.
- Parallel to the ISP site, Access Idaho will be working on some small template projects. Initial requirement meetings were held with the Department of Labor to discuss design and implementation of a template program that will provide looks and feels to choose and work from. Follow-up meetings will take place in July, with an SLA ready for the next Steering Committee meeting.

REVIEW OF AMENDED SERVICE LEVEL AGREEMENTS (SLAs)

MOTION TO APPROVE AMENDMENT TO ADDENDUM A TO THE IREC SLA

Chairman Bill Farnsworth advised the important piece to focus on was in regard to fees, a statutory change. **Chuck Goodenough moved and John McAllister seconded a motion to approve the Amendment to Addendum A of the Idaho Real Estate Commission SLA, and the motion passed unanimously.**

Idaho State Police (ISP)

Chairman Farnsworth advised that, for a web page, ISPs SLA was fairly standard. There were however, a couple details to point out – Addendum A: #5, Content; #6, Disability Access; and #7, Support. The section on **content** defines what content is, how it would be treated within the site, and places responsibility on the agency to provide and edit its own content. Number 6, **Disability Access**, clarifies that all sites designed by Access Idaho will meet the regulatory standards of the American's with Disabilities Act (ADA) upon release by AI. Scott Somerhalder added that AI has asked the Commission for the Blind to look at sites to ensure they are ADA-compliant, specifically the Disability and Determinations site. Jeff Walker noted that at times, an agency might request certain design elements that are not ADA-compliant. Walker stressed that when a product leaves Access Idaho, it will be ADA-compliant. **Support**, number 7, narrows down the software to be used for managing content/updating Web sites, and identifies Microsoft FrontPage 2000. Chairman Farnsworth believes Access Idaho can provide better service by doing so.

MOTION TO APPROVE AMENDED IDAHO STATE POLICE SLA

Scott Somerhalder moved and Mark Little seconded a motion to approve the amended Idaho State Police SLA, and the motion passed unanimously.

NEW BUSINESS

Chairman Farnsworth advised the Committee that he had asked Jon Eckerle, Department of Administration, and Marlene Mussler-Wright, Access Idaho, to meet regarding the establishment of **Web standards** for the state. There are, in fact, a lot of Web standards in the state, but none are in writing. Farnsworth then gave a handout of preliminary standards – a great deal being informational – for Web development. He advised he would like the Committee to expand the list and recommend it as a policy to the ITRMC. The preliminary standards/information sheet included issues such as Access Idaho branding, ADA compliance, metatags, style guidelines, standard monitor resolution, no unlinking of the “Back” button, no splash pages, contact information on homepages and all pages, multi-channel contact information, no blank spaces in filenames or directory structures, Idaho privacy policy/statement, HTML titles, advertising, a state template, page navigation, links to external sites, and Web site hosting.

Chairman Farnsworth noted that if this became an ITRMC standard, as with all ITRMC standards, there would be an exemption process for agencies. Also, before recommended to ITRMC, the information would be circulated to all agencies – through ISEC (Information Services Executive Committee), Webmasters and IT managers – for feedback. This standard would not be aimed at the Intranet, although, Intranet applications should never be housed on an Internet server, and must always be ADA-compliant.

Chairman Farnsworth informed the Committee he had been trying to get in touch with Dwight Bower, Transportation Department (ITD), regarding a **new representative from ITD** for the Committee. Bower had been out of the country, and would be back on Monday, July 2nd. Bower does have two people in mind, and would let the Committee know shortly.

Mr. Farnsworth then handed out a draft of an overall **statute for convenience fees**. Farnsworth also handed out copies of the Montana statute and the Indiana code, and advised he had primarily looked at Montana’s statute, which formed a steering committee to address the issue. He hoped the draft document would be a good starting point for discussion. If the Committee decided to go forward with it, a draft statute would then be presented to the ITRMC for adoption.

The RIB (Reducing Idaho’s Bureaucracy) Committee (with three different agencies that already exist on paper) would like Access Idaho to assist with an application for the completion of IBR (Idaho

Business Registration) Forms. Chairman Farnsworth will obtain some numbers to determine how many citizens the application will impact. This application is included in the GM Report.

ADJOURNMENT

As there was no other new business to come before the Committee, Chairman Farnsworth thanked those in attendance and adjourned the meeting at 3:50 p.m. The next Access Idaho Steering Committee meeting has been pushed back one week and is scheduled for Thursday, August 2nd, 2001 from 1:30 - 3:00 p.m. in the East Conference Room, Joe R. Williams Building.

Respectfully submitted,

Emily Gales
ITRMC Assistant